



## CITY OF ATLANTA

SUITE 1900

55 TRINITY AVENUE, SW

ATLANTA, GA 30303

(404) 330-6204 Fax: (404) 658-7705

Internet Home Page: [www.atlantaga.gov](http://www.atlantaga.gov)

Kasim Reed  
Mayor

DEPARTMENT OF PROCUREMENT  
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP  
Chief Procurement Officer  
[asmith@atlantaga.gov](mailto:asmith@atlantaga.gov)

March 6, 2015

### INTERESTED PROPONENT:

**Re: FC-7863, Ground Transportation Taxi Overflow Operation**

Attached is one (1) copy of **Addendum No. 3**, which is hereby made a part of the above-referenced project.

For additional information, please contact the following personnel for the respective solicitation: Mano Smith, CPPO, CPPB, Contract Administrator, at (404) 330-6351, or via email at [mosmith@atlantaga.gov](mailto:mosmith@atlantaga.gov).

Sincerely,

Adam L. Smith

ALS:mas

**Addendum No. 3**

**Re: FC-7863, Ground Transportation Taxi Overflow Operation**

March 6, 2015

Page 2

This Addendum forms a part of the Request for Proposal and modifies the original solicitation package as noted below.

- Amendments to RFP document; and
- Responses to questions.

.....

Proposals are due **Wednesday, March 18, 2015**, and should be time stamped no later than 2:00 p.m. EST on this day, and delivered to the address below:

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP  
Chief Procurement Officer  
Department of Procurement  
55 Trinity Avenue, S.W.  
— City Hall South, Suite 1900  
Atlanta, Georgia 30303

.....

**\*\*\*All other information remains unchanged\*\*\***

**Addendum No. 3**

**Re: FC-7863, Ground Transportation Taxi Overflow Operation**

March 6, 2015

Page 3

**Acknowledgement of Addendum No. 3**

Proponents must sign below and return this form with its proposal to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgement of receipt of this addendum on this \_\_\_\_ day of \_\_\_\_\_, 2015.

\_\_\_\_\_  
Legal Company Name of Respondent

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

### ADDENDUM NO. 3

FC-7863

#### **Ground Transportation Taxi Overflow Operation at Hartsfield-Jackson Atlanta International Airport (RFP)**

##### **Part 1: Amendments to the RFP Document**

1. The RFP at Part 2 (Contents of Proposals/Required Submittals), section 2.2., is hereby amended to add reference to "Customer Service" as follows:

2.2    **Operations, Management, Personnel *and Customer Service* Plan** – Describe in detail the Proponent's proposed operating, management, personnel *and customer service* plan. The plan must include, at a minimum, each of the following:

2. The RFP at Part 2, subsection 2.2.3., is hereby amended as follows, removing the subsection references and deleting subsection 2.2.3.2. as shown below:

2.2.3. Personnel: Provide position descriptions for each position in the organizational chart describing the scope of duties and responsibilities, normal working hours, reporting and supervisory responsibilities, and number of all staff members.

~~2.2.3.2. Submit a detailed description of the type and duration of proposed training programs for all positions to enhance job performance and promotion. Discuss proposed management and employee training pertaining to Customer Service including employee training for handling customers and training to assist patrons who are not familiar with the Airport.~~

3. The RFP is hereby amended to add the following new subsection 2.2.4. (Customer Service) at Part 2:

2.2.4. Customer Service: *Submit a detailed description of the type and duration of proposed training programs for all positions to enhance job performance and promotion. Discuss proposed management and employee training pertaining to Customer Service including employee training for*

*handling customers and training to assist patrons who are not familiar with the Airport.*

4. The RFP is hereby amended at Part 2, section 4 (Submittals), to delete item number 2 on the checklist in its entirety and replace with the following: "Operation, Management, Personnel and Customer Service Plan."
5. The RFP is hereby amended to delete Part 3 (Evaluation of Proposals) in its entirety and replace with the following:

**1. Management and Operations (25%)**

*Evaluators will consider the quality, comprehensiveness, and feasibility of the Proponent's plan related to management of staffing, management personnel, and training, and the proposed structure, procedures and methods of operation as presented in Proponent's proposal.*

**2. Personnel and Customer Service (20%)**

*Evaluators will consider the quality, comprehensiveness, and feasibility of the Proponent's plan related to personnel and customer service. The Proponent is expected to employ professional, well-trained staff, including qualified and trained employees in all job categories to assure a high standard of customer service to the airport patrons.*

**3. Industry Experience and Qualifications (10%)**

*Evaluators will consider the background, qualifications, and experience of the Proponent in transportation operations. The City will consider the quality of past performance with regard to customer service, reliability of service, and facility maintenance.*

**4. Total Proposed Cost (20%)**

*Evaluators will consider the proposed Hourly Operating Rate and the number of proposed hours to evaluate the total proposed operating cost for the term of the contract.*

**5. Financial Capability (10%)**

*The City's Department of Finance will evaluate the strength of Proponents' financial statements and other required financial information. Proponents who fail to submit all required financial information shall be deemed non-responsive. The review will focus primarily on the Proponent's Statement of Income, Balance Sheet, and Cash Flow Statements. Ratio Analysis will be included while determining the Proponent's financial strength as well as a review of the sources and uses of funds.*

**6. Office of Contract Compliance Requirements (15%)**

*The City's Office of Contract Compliance will evaluate the compliance of the Proposal with the City's Equal Business Opportunity Program and other applicable programs. This criterion is not scored on a sliding scale. Proponents who fail to evidence compliance with the City's programs shall be deemed non-responsive.*

**EVALUATION FORM**

<b>CATEGORIES</b>	<b>CATEGORY SCORE</b>	<b>RELATIVE WEIGHT</b>	<b>TOTAL CATEGORY SCORE</b>
<i>Management and Operations Plan</i>		<b>25</b>	
<i>Personnel and Customer Service Plan</i>		<b>20</b>	
<i>Industry Experience and Qualifications</i>		<b>10</b>	
<i>Total Proposed Cost</i>		<b>20</b>	
<i>Financial Capability</i>		<b>10</b>	
<i>OCC Program Requirements</i>		<b>15</b>	
<b>Total Score:</b>		<b>100%</b>	

*For purposes of evaluating all of the Proposals timely received by the City, the City will assess a score between one (1) and ten (10) for each Category noted above. The total category score is calculated by multiplying the Category Score and the assigned Relative Weight (i.e., Category Score x Relative Weight = Total Category Score). The Total Score is calculated by adding each Total Category Score together. The result of the calculation of the Total Score will be used to determine which Proponent has received the highest Total Score.*

- 6. The Exhibit A (Scope of Services) to the form of Services Agreement attached to the RFP is hereby amended to add the following language:**

*Contractor shall provide Services in accordance with this Agreement on the following days and times:*

<b><i>Sunday</i></b>	<b><i>Noon to 9:00 pm</i></b>
<b><i>Monday through Thursday</i></b>	<b><i>7:00 am to 9:00 pm</i></b>
<b><i>Friday</i></b>	<b><i>11:00 am to 9:00 pm</i></b>
<b><i>Saturday</i></b>	<b><i>No coverage necessary</i></b>

*Any changes to this schedule will be communicated in writing by the City's Authorized Representative, or designee, to the Service Provider with sufficient notice as the City deems reasonably practicable under the circumstances.*

## **Part 2: Questions and Responses**

1. If the Prime proponent submitting a proposal already SBE certified, will that meet the requirement for the 35% SBE participation? **RESPONSE: No, all prime bidders must adhere to the SBE goals as indicated in Appendix A (35% SBE subcontractor participation). Therefore, all prime bidders must submit forms SBE-2 and SBE- 3 listing at a minimum its documentary evidence to achieve at least 35% SBE subcontractor participation as well as the certified SBE subcontractors who will self-perform work on the project. Note: This requirement cannot be achieved by crediting work performed by a certified SBE prime contractor.**
2. How will the City of the Department of Aviation notify the service provider with regard to adjusting service hours based on changes to demand? **RESPONSE: Please see the amendment to the Services Agreement, Exhibit A (Scope of Services), at Part 1 above. DOA will communicate any deviations from this schedule to the Contractor's authorized representative as soon as practicable under the circumstances.**
3. In instances of inclement weather, how is the decision made (and within what time frame) to implement extended hours? **RESPONSE: Please see last sentence in the Response to Question No. 2 above.**
4. Are there on-airport parking facilities available and accessible to proponent's operating staff? **RESPONSE: There is limited parking available in the Taxi Assembly Area (TAA) for Contractor's operating staff; however, such parking is not guaranteed. Other parking is generally available on and off the airport for a fee.**
5. In the pre-bid conference, mention was made to possibly anticipate Taxi Overflow services being added on Fridays. Should the proponent provide a separate cost proposals to differentiate between the current Sunday through Thursday services and any additional services on Friday? **RESPONSE: Please see the Response to Question No. 2 above.**
6. Should the need arise for services to be provided on Friday or Saturday, how much advance notice will be provided by the CoA or DOA in order to make the necessary accommodations? **RESPONSE: Please see the Response to Question No. 2 above.**
7. Given that the employees are primarily in open, public areas, have there been any incidents where safety and/or security have impacted the staff? If so, are there incident reports that can be reviewed? **RESPONSE: DOA is not aware of any safety or security issues regarding this operation.**

8. What provisions and facilities, if any, are available to employees for the purpose of breaks or taking care of biological needs? **RESPONSE: The TAA building and terminal building are open and available to the employees working under this contract.**
9. Is there any secured storage space available for proponent's operational equipment; i.e., two-way radios, monitors or other items? **RESPONSE: No.**
10. What provider is responsible for managing the ticket distribution process for the drivers? **RESPONSE: The Contractor is responsible for all functions of the operation, including ticket distribution.**
11. If this ticket distribution is done by another provider, who is responsible for the tools and equipment needed for that service beyond the actual tickets? **RESPONSE: See the Response to Question No. 10 above.**
12. What is the purpose/function of the requirement to have the Project Manager actually on site during hours of operation? **RESPONSE: DOA requires that an authorized representative (dedicated supervisor) of Contractor remain on site during all operating hours.**
13. What is the current or established process for accessing the services of the APD or DOA security in the event there is an aggressive or abusive encounter with a taxi driver or other security threat? **RESPONSE: DOA will provide Contractor with appropriate contact information in the event of emergencies.**
14. Under the section "Minimum Qualifications" on page 3 of the RFP document, you mention that proponent's services are "comparable in magnitude" to the anticipated operation of the TAA. How will the City determine this? **RESPONSE: Based on the requirements as delineated in the Scope of Services, Proponents must show that they have comparable experience over the last three consecutive years.**
15. In the pre-bid conference, it was mentioned that the hours of service are primarily 8:00 am to 9:00 pm, however, the historical data seems to indicate that Sunday's demand tends to begin in the early afternoon. Is there an expectation by the DOA to have consistent shift times for every day of service operation? **RESPONSE: Please see the Response to Question No. 2 above.**
16. If the first selected service provider/ vendor fails to perform adequately and the vendor's contract is terminated by The City of Atlanta, what happens to the contract? Is the contract rebid or awarded to the next qualified service provider/vendor? If it is awarded to the next qualified vendor, what are the next steps for the next qualified vendor? **RESPONSE: The contract would be re-procured if terminated by the City.**



17. From the date the contract is awarded, what is the expected transition period for the new Service Provider? **RESPONSE: Once the contract is awarded, the Contractor will receive a Notice to Proceed from the City after which the transition from the current service provider to the new Contractor will be coordinated by the Ground Transportation Division of DOA.**

18. Will the selected service provider be permitted to use the DOA's Wi-Fi access codes or connections in and around the Ground Transportation and Taxi Assembly Area? **RESPONSE: Presently, there is no Wi-Fi access in the TAA.**

19. Will the selected service provider have access to North Terminal's Taxi pickup area? **RESPONSE: The Contractor will have access to all areas designated by the Airport as necessary to the operation.**

20. In Part 1 (information and instructions to proponents) #14 states "Proponent must state the geographical location of the office." Is there a specific area or section in the submission documents where the city wants to see this information or if included in the Executive Summary, is that sufficient? **RESPONSE: Including this information in the Executive Summary is sufficient.**

21. Due to the bad weather am requesting you give us more time to prepare for FC-7863 Ground Transportation Overflow. **RESPONSE: The due date for submitting proposals has been extended to 2:00 pm on Wednesday, March 18, 2015.**